



**Commonwealth of Virginia
Virginia Information Technologies Agency
110 S. 7th Street
Richmond, Va. 23219-3900**

PAGING SERVICES CONTRACT

DATE.....January 14, 2004

CONTRACT NUMBERVA-981001-METR

CONTRACT PERIODOctober 1, 2003-September 30, 2004

AUTHORIZED USERSAll Public Bodies

VENDOR.....Metrocall
6100 W. Broad St.
Richmond, Va 23230

ORDERING CONTACT PERSON.....Don Spangler, VITA
(804) 371-8538

TECHNICAL CONTACT PERSON.....Paul Hoppes, VITA
(804) 371-5580

BILLING CONTACT PERSON.....Gary Zwicker, VITA
(804) 225-4312

CONTRACT CONTACT PERSON.....Akua Burns, VITA
(804) 371-5987

MANDATORY: This contract is a Telecommunications Services contract and is Mandatory for State Agencies unless an exception is authorized in writing by the Director, Telecommunications, VITA.

NOTE: The vendor will bill VITA directly for all paging service. VITA will be responsible for billing and collecting from individual user agencies.

NOTE: Updates to this contract will be posted on the internet at the following address:

<http://www.asd.virginia.gov>

NOTE: Coverage maps are available on the above referenced ASD website or may be obtained by faxing a Request to ASD at (804) 371-5969.

CONTRACT #VA-981001-METR

EXTRACT CHANGE LOG

[illegible]

SCOPE

All public bodies, as defined in Section 11-37 of the Code of Virginia, may acquire Paging Services under the terms and conditions of this Agreement. Digital and Alphanumeric paging services are available on either nationwide, statewide or local basis. Two-Way Paging is available on a statewide basis.

Service is not available in all localities. Contact VITA or Metrocall to determine service coverage areas.

ORDERS

All orders for service shall be placed by VITA's Ordering Officers, appointed by the VITA Contracts Manager.

The contractor will accept orders only from VITA. The ordering vehicle for users shall be a Telecommunications Service Request (TSR) submitted to VITA by mail or fax. The facsimile number for submission of orders is (804) 371-6343.

The TSR shall state the number of pagers and the type of service (Nationwide, Statewide, Local, or 2-Way) as well as the required contact and delivery information.

Users currently with service provided by Metrocall may convert to the VITA plan when their current contract expires. If these agencies own their equipment and wish to retain the existing phone numbers, the TSR should list the phone numbers of the pagers to be converted to the VITA contract.

TERM

One year with two (1) one-year renewal remaining.

Individual accounts shall be based on a "month-to-month" contract (60 days minimum). Service may be cancelled upon 30-day notice. Any equipment provided shall be returned to the vendor.

EQUIPMENT

The vendor will provide a suitable paging device (new or refurbished) with the establishment of each account. The device shall remain the property of the vendor. The vendor will repair or replace any failing unit within 24 hours as long as the contract is in effect. The Commonwealth will notify the vendor and pay a replacement cost for any lost or stolen devices at the rate identified in the schedule. Lost belt clips, battery covers, etc. will be replaced by the vendor at no charge.

Digital Pagers supplied will have selectable tone and vibrator capable of displaying and storing a minimum of five (5) pages with a minimum of twelve (12) digits. Pagers will be able to recognize a duplicate page and not record it as a second individual page. The display will be lighted for dark or low light areas. The ability to program multiple numbers to the pager is required.

Alphanumeric Pagers will have a selectable tone and vibrator alarm, and be capable of storing at least twenty (20) eight (8) character messages. Any software necessary for alphanumeric paging will be provided to the subscribing agency at no cost. Upgrades or updates will be furnished in a timely manner, whenever they occur, at no cost.

All offered pagers use standard 1.5 volt AA or AAA size alkaline or rechargeable batteries.

SERVICE

Airtime will be available 24 hours a day, 7 days a week, 365 days a year with a guarantee that 98% of all pages to a user within the designated service area will be received. This contract has been modified to include 2-Way Paging Services.

Please visit our Website to view Paging rates. <http://www.asd.virginia.gov/contract/pager/pager.asp>

VENDOR CONTACT FOR SERVICE:

MS. VICKIE PETHTEL

804-256-8001

pethtelv@metrocall.com

MS. DEBBIE BROWN

MVP/VIRGINIA

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